

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

7.0 FIRE DISPATCH PROCEDURES

The Emergency Communications Center is the designated center for the dispatching of fire equipment within Centre County as approved by the Centre County Commissioners.

7.1 Dispatching Appropriate Fire Company

The Communications Center will dispatch the fire company having jurisdiction over the location of the call. For all fire calls on or near a jurisdictional boundary on a roadway, and when the exact location from the caller cannot be determined, both adjacent fire departments will be simultaneously dispatched.

All fire companies dispatched through the Centre County ECC will be alerted by tone activated pager and tone activated house siren (if applicable).

Centre County Fire Companies operate on 800 MHz as outlined in Section 12 of the SOP.

7.2 Dispatch Message

- A. Pager Tones
- B. Box Number
- C. Municipality
- D. Location (Any building or business name should be included when applicable and available)
- E. Event Type
- F. Siren Tones
- G. Repeat B – E
- H. Primary Company and Mutual Aid Units
- I. Time

Example:

Tones - “Box 1920, Miles Township, 123 Forest Street, a dwelling fire reported – food on the stove.”

Siren Tone - “Box 1920, Miles Township, 123 Forest Street, a dwelling fire reported – food on the stove, Company 19 and Engine 18 are due, 1423 Hours.”

7.3 Incident Details and Cross Streets

The building or business name where applicable, address, incident details, and cross streets will be given to the first Fire Officer and first unit responding from the primary company and mutual aid companies.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

7.4 **Information Updates**

Any cancellations from the complainant or alarm company, the dispatcher should notify the Chief Officer, Duty Chief, or the Officer on the first apparatus with the cancellation information to determine their wishes for the incident.

Any pertinent information the telecommunicator becomes aware of must be given out over the air at the time it is received. This information should be simply announced and not held for a chief or apparatus.

Example:

“All units on the 933 Box call back reports the fire is out” or “All units on the 130 Box, the alarm company reports a false activation.”

7.5 **Referred Calls**

In the event the ECC receives a fire call handled by another dispatch center, the call will immediately be switched over the tie line and the PST will remain on the line until the other county accepts the call.

Should the tie line fail, or not exist, the PST will secure the necessary information from the caller and refer the call by the most expedient means available.

7.6 **Numbering System**

For the purpose of brevity in fire communications, a numbering system has been established. The fire company numbers and fire apparatus numbers, which follow, will be utilized for all radio traffic.

7.6.1 **Company Numbers**

- 1 Logan Fire Company, Bellefonte
- 2 Undine Fire Company, Bellefonte
- 3 Boalsburg Fire Company
- 4 Centre Hall Fire Company
- 5 Alpha Fire Company, State College
- 6 Snow Shoe Fire Company
- 7 Gregg Township Fire Company, Spring Mills
- 8 Pleasant Gap Fire Company
- 9 Citizens Hook and Ladder Company, Milesburg
- 11 Hope Fire Company, Philipsburg
- 12 Reliance Fire Company, Philipsburg
- 13 Mountaintop Fire Company, Sandy Ridge
- 14 Howard Fire Company
- 15 Port Matilda Fire Company
- 16 Walker Township Fire Company, Hublersburg

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

- 17 Pine Glen Fire Company
- 18 Millheim Fire Company
- 19 Miles Township Fire Company, Rebersburg
- 20 Penn State University
- 56 Bellefonte Fire Department (Company 1 and 2)
- 57 Philipsburg Fire Department (Company 11 and 12)

7.6.2 Apparatus:

<i>Numbering for single units start with Unit Prefix with the Company Number, i.e. Rescue 3. Multiple units should start with "-1", i.e. Engine 2-1, Engine 2-2, and etc.</i>	
<u>Unit Prefix</u>	<u>Definition</u>
ENGINE	Pumper with 1000 GPM pump, 500 gallon water tank, and 1000' supply line
ENGINE/RESCUE	Pumper with 1000 GPM pump, 500 gallon water tank, 1000' supply line, and at least Rescue (Basic) capabilities
ENGINE/TANKER	Pumper with 1000 GPM pump, 1500 gallon water tank with dump valve, dump tank, and 500' supply line
TRUCK	Aerial apparatus 75' or greater in length, includes Ladders, Towers, and Quints.
QUINT	Aerial apparatus with elevated ladder or platform 75' or greater in length with 1000 GPM pump, 300 gallons water tank, and 500' supply line.
RESCUE	Rescue Vehicle capable of the Rescue or Heavy Rescue functions.
TANKER	Vehicle carrying at least 1500 gallons of water, portable dump tank, large dump valve, and quick fill
BRUSH	Vehicle capable of off road travel with wildfire capabilities
BRUSH/TANKER	Vehicle capable of off road travel with wildfire capabilities and at least 500 gallons of water
UTILITY	Vehicle capable of transporting staff and equipment
TRAFFIC UNIT	Vehicle equipped and staffed with personnel trained to provide traffic control.
BOAT	Rescue capable motor boat with water rescued trained personnel
UTV	Side by side utility task vehicle with capabilities of providing Fire or EMS functions
ARFF	Airport rescue and firefighting vehicle with trained staff for aircraft emergencies.
SPECIAL UNIT	Special service vehicle that does not meet the requirement of any other type of apparatus.
CAR	Standard Transportation Vehicle to support fire operations
<u>Station/Officers</u>	
STATION	Fire Station, numbering will start with company number, i.e. Station 3

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

CHIEF	All Chief Officers, the numbering starts with the Chief using "Chief" with the station number and continuing on, i.e. Chief 5, then Chief 5-1, and so on.
FIRE POLICE	All Fire Police Personnel, the numbering starts with the Fire Police Chief or Captain using "Fire Police" with the station number and continuing on, i.e. Fire Police 5, then Fire Police 5-1, and so on.
CAPTAIN	Company level Fire Line Officer, the numbering for these officers start with "-1", i.e. Captain 6-1.
LIEUTENANT	Company level Fire Line Officer, the numbering for these officers start with "-1", i.e. Lieutenant 14-1.
SAFETY	Company Level Safety Officer, the numbering for these officers start with "-1", i.e. Safety 4-1.
FIRE MARSHAL	Department Fire Investigator, only used currently by Centre Region Fire Department 55

7.7 **Proper Radio Procedures**

The proper radio procedure for calling and/or responding to the ECC or a field unit is as follows:

To call the ECC:

“Centre County, (unit number).”

The ECC will respond:

“(unit number)” or “(unit number) go ahead.”

The calling field unit may then transmit their message.

A field unit will not call the ECC and immediately blurt out their message. Wait for the ECC to acknowledge your call then begin. Failure to follow this procedure may result in missed messages with dangerous results.

To call a field unit:

“(unit number), Centre County.”

The field unit will respond:

“(unit number), go ahead”

Additional Radio Policy and Procedures for the 800 MHz radio system are covered in Section 12.

Use of the “ten codes” or any other type of codes is not authorized for use within the fire communications system of Centre County. This is to avoid potential confusion. The Phrase Word Brevity Code shall be employed. Also the use of nicknames, slang, and any type of profanity is strictly forbidden.

The use of alert tones will be limited to being used to make units aware of important traffic about to be transmitted from the ECC and just before broadcasting a message to a chief officer at times other than during an emergency call.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

Fire Companies should use the County's CAD web access, email, phone or fax for the primary means to receive incident numbers and times. Dispatchers may also give numbers and times over the radio as needed at their discretion.

7.8 **Dispatch Procedures**

7.8.1 **Emergency Responses:**

If all the apparatus due on the index response (Box) has not responded within five (5) minutes, the ECC will automatically re-dispatch the apparatus due.

If after three (3) additional minutes, a total of eight (8) minutes, no apparatus or Chief Officer has responded, the ECC will automatically re-dispatch the first due company along with the next due apparatus or company(s). If a Chief Officer or an apparatus has signed on, but all of the apparatus due on the index response (Box) has not responded, the ECC will check with the Incident Commander (IC), highest ranking officer, or apparatus officer for their wishes for the apparatus not responding.

Every four (4) minutes thereafter, the ECC will check with the highest-ranking officer for their wishes for the apparatus not responding.

Any of the following response changes by the highest-ranking officer or by the Incident Commander (IC) will terminate the re-dispatching of the call:

1. All additional units held in quarters.
2. Placing the company available.
3. Incident placed under control.

7.8.2 **Non-Emergency Responses:**

If all the apparatus due on the index response (Box) has not responded within eight (8) minutes, the ECC will automatically re-dispatch the apparatus due. If after eight (8) additional minutes, a total of sixteen (16) minutes, no apparatus or Chief Officer has responded, the ECC will automatically re-dispatch the first due company along with the next due apparatus or company(s). If a Chief Officer or an apparatus has signed on, but all the apparatus due on the index response (Box) has not responded, the ECC will check with the highest ranking officer for their wishes for the apparatus not responding.

Any of the following response changes by the highest-ranking officer or by the Incident Commander (IC) will terminate the re-dispatching of the call:

1. All additional units held in quarters.
2. Placing the company available.
3. Incident placed under control.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

7.9 **On Duty/Off Duty Crews**

At this time this procedure only pertains to Company 5.

Company 5 has predetermined that all single unit responses within their primary fire coverage area will be treated as ON DUTY calls.

The dispatch procedure is as follows:

Initial Page: Utilizing the Icon named **Co 5 On Duty** activate the company. This dispatch message will be the same as the standard dispatch message.

If at the 5 minute mark there is no response then

2nd Page: Utilize the regular Company 5 icon **Co 5 Fire** and re-page the call using the normal dispatch message.

The “Co 5 Duty Crew” icon will need to remain on the call until units are placed available.

Should they receive a 2nd call in their district they should be alerted using the regular Company 5 Pager Tone **Co 5 Fire**

Additional Information: The Company 5 Duty Chief will also respond the all “On Duty” responses. The Duty Chief may have additional instructions depending on the company’s level of staffing.

Mutual AID:

The regular Company 5 Pager Tone **Co 5 Fire** should be utilized for all Mutual Aid calls regardless of the number of units due.

7.10 **Informational Messages**

The ECC will not transmit routine Informational Messages that relate to social events, funerals, viewings, fund raising sales, or regularly scheduled meetings, etc. Messages about special meetings, special work details and training are permitted. The on-duty Shift Supervisor will make the final determination of the suitability of the request.

Permitted messages can be called into the ECC by phone by a Chief Officer of the company. Such messages will be transmitted at 1800 hours only and must be called into the ECC by phone no later than 1700 hours. Messages will be limited to two days maximum. In emergency situations, the 1800 hour messages may be eliminated at the discretion of the Shift Supervisor.

7.11 **Fire Units Out of Service Announcement**

At 0900 and 1800 hours each day, the ECC will broadcast to all Fire agencies the unit numbers of all FIRE apparatus that are listed out of service with the ECC. This is for two reasons, one, to advise field units what pieces are not available for service; and two, to remind those companies that have units listed as out of service that they may have to use a different piece of apparatus for calls. In

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

emergency situations, the unit status check may be eliminated at the discretion of the Shift Supervisor.

7.12 **Sirens**

Dispatching of all fire calls will be the same for all companies. The ECC will sound pager and house sirens for all fire calls during the initial dispatch. If a fire company has a tone code assigned to them for a house siren, it will be activated. If a company does not want their siren activated during certain hours, then it will be their responsibility to place a time-out device on their siren decoder.

7.13 **Incident Command/Management System**

Incident Command/Management System should be utilized for all incidents. This will enhance the flow of information between field users and the ECC. The initial command post should be an exterior, safe, and effective command position with radio communications to the ECC. When practical, the command post should be at a vehicle with mobile radio. If command is relocated, the new location must be announced to all units at the incident. Once established, all requests will come through the Incident Commander.

In the command mode, the first arriving officer or unit on the scene will advise the ECC that he/she is on scene and give a condition report.

The on-scene reports, given by the first arriving officer or unit, are a very important part of establishing command. The on-scene report will indicate conditions and whether the officer or unit would establish command or not. The first arriving officer or unit on scene should use the following as guidelines:

1. “On the Scene” with a condition report. The officer or unit would either assume command after the report is given or shortly thereafter.
2. “On the Scene Investigating” indicates the intent to establish command upon assessment of the scene for conditions and needs. Upon completion of his/her investigation, the person shall give a report and determine if he/she is establishing command.
3. “On the Scene Passing Command” would indicate the officer or unit arrives on the scene to find circumstances that warrant immediate action and command cannot be established at this point in time. It is very important that the person gives a report on conditions so that other arriving units can request assistance or establish command upon their arrival. **Passing command should be used in those rare times when conditions dictate immediate need or when the first arriving unit on scene knows the next unit is close behind to assume command.**

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

4. “On Scene, Minor Incidents, No Communications, IC Not Needed.” Any minor incidents that require limited resources to mitigate the incident may not need any talkgroup assigned for operations. This type of incidents would have no radio communications needed on the scene. All apparatus and personnel would not have any radio traffic to complete the tasks. The officer or the unit should notify the ECC that no talkgroup is needed. The units will remain on Fire Dispatch until the need for radio traffic would change, or dispatch may need to move units because of activity.

Once the first officer or unit decides to take command, he/she should advise the ECC that command will be established and will indicate the designator.

The primary designator for command should be the geographical identifier that is most appropriate for the incident i.e. **Hillcrest Command**.

Streets or roads that are common through multiple municipalities should not be used unless necessary. A landmark, building name, neighborhood name or municipality name should be used instead.

When the officer establishes command, the ECC will advise all units of the “Command Name” and the fireground talkgroup for operations. If the field unit establishes no command designator, the ECC will establish the designator per the guidelines above.

Fireground talkgroups will be assigned by the ECC when Command is established. The responding chief may also request talkgroups prior to arrival on scene or the ECC may also request talkgroups during the busy times.

Fire Police Units may have command authority during any Fire Police incidents.

7.14

Sector Assignments

Sector Assignments or Operational sectors will be assigned as needed by the Incident Commander, or requested of the IC by an appropriate agency. This sector will work as a staff officer to the Incident Commander. All requests for resources necessary for the completion of the incident will be made from the Operational Sector to the Incident Commander. All requests to the ECC shall come from the Incident Commander.

7.14.1

Emergency Medical Services Sector: The designated EMS Official should communicate with the Incident Commander as needed to keep each other informed of the status of the incident. All EMS companies should request resources through the EMS Sector. The EMS Sector will then make the necessary requests through the IC. If there is any debate on the necessity of the request, the highest-ranking representative shall be consulted. For example, if Rescue Sector requests four additional BLS or ALS units, the IC may consult with the EMS

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

Sector to determine the need. However, if EMS Sector requests 4 additional BLS or ALS units this request will be honored without delay.

- 7.14.2 **Radio Talkgroup Assignments:** With all fire and EMS companies now operating on the same radio system, responding units should be operating on the same assigned Fireground Talkgroup while responding to and operating on the scene of any incident. If the incident is a mass causality incident, a MCI Talkgroup can be assigned for multiagency interoperability or separate fire and EMS Talkgroups can be assigned for Fire Operations and EMS Operations. If separate fire and EMS Talkgroups are assigned it is recommended the Fire and EMS command work in close proximity with each other on scene.

7.15 **Unified Command System**

A Unified Command System shall be established during all major incidents where multiple emergency service organizations are working together. Unified command will allow representatives from each emergency service organization to be part and be present at the Unified Command Post. A common accessible talkgroup for all agencies should be used as the primary communications talkgroup. It is very important when a unified command system has been established; all communications should still go through the incident commander or a communications sector, not individual sector leaders. If necessary, a separate talkgroup for use between the IC and the ECC may be requested to not interfere with the Sector communications.

The following are commonly used terms for each sector under a unified command structure:

Police Operations
EMS Operations
Fire Operations
Rescue Operations
Communications

Status updates of the operation should be made periodically to the ECC from the Incident Commander. The “under control” status update would indicate that the situation has been brought under control and only minimal resources or radio traffic will be needed to terminate the incident.

The incident commander should either terminate command or place all units available to indicate the termination of command whenever the incident has been completed.

7.16 **Wildfires**

Whenever a fire is reported that appears to be a wildfire or poses a significant hazard to a forested area, the PST will report the fire and available related

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

information to the appropriate Forestry District immediately after alerting the proper fire company by normal procedures.

Additional requests for assistance or any special resources from Forestry may also come from Fire Company Chiefs in the field or Incident Command.

The following Forestry Notification Procedure will be followed:

Determine the appropriate Forestry District where the fire is primarily located from the maps on file. Using the phone numbers in the Forestry file, make contact in the following order:

- A. District Office
- B. Assistant District Forester or Designated Supervisor
- C. County Communications Center for that Forestry District
- D. District Office by radio (When such communications is available)

Time of Forestry notification, and who was notified, will be recorded.

In situations where the fire is large or exceeds the capabilities of two companies, the Supervisor will also alert the Centre County Office of Emergency Management.

7.17

Nittany Wildland Firefighters

The Nittany Wildland Firefighters is comprised of firefighters from several Centre County fire companies. A paging icon will contain all those companies for dispatch.

The Nittany Wildland Firefighters may be requested by anyone and will respond to any activation.

When a request is made for dispatch, a location for their personnel to assemble will always be designated and shall be part of the pager message.

The company will, in most instances, only be paged once. A second page may be requested during an extended incident for manpower considerations.

On scene, they are capable of communicating on the 800MHz fireground talkgroups and the Forestry channels.

7.18

Personal Phone Calls

The ECC will not make personal telephone calls for fire units or personnel in the field, EX: calls to places of employment, home, etc.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

7.19 **Personal Paging**

The ECC will not page individual fire fighters except in extreme emergencies at the discretion of the Shift Supervisor.

7.20 **Drills/Training Exercises**

The ECC recognizes the need for drills and training exercises in the fire service. The ECC will be notified by the respective Fire Chief at least 7 days in advance of such a drill or training exercise. The Fire Chief will submit the request on **“ECC Form 47- Drill Notification Form”**. The ECC encourages Fire Chiefs to consult with ECC staff well in advance of major training exercises so that the appropriate arrangements may be made in the Communications Center.

The on-duty Shift Supervisor has the right to delay, cancel or refuse to participate in any drill, which may adversely effect current Communications Center operations. The on-duty Supervisor will document such an incident for management.

7.21 **Foam Bank**

The Centre County Fire Chiefs Association has implemented and maintains a cooperative Foam Bank for all Centre County fire departments.

The Foam Bank shall consist of four (4) fire stations throughout Centre County: Alpha Fire Company Main Station; Centre Hall Fire Company; Milesburg Fire Company; and Port Matilda Fire Company.

125 gallons of foam (3/6 AFFF) will be kept at each station.

The Foam Bank may be activated by any of the following means:

- A. Any Centre County Fire Chief or Assistant Chief
- B. The Centre County Director of Emergency Services
- C. A neighboring County EMA Coordinator
- D. A neighboring County Incident Commander
- E. Any Centre County Chief on an “Out of County” Incident
- F. Any Incident Commander (I.C.)
- G. Any member of a recognized Hazmat Team

When activated, the four (4) stations shall be dispatched as a task force. The Centre County Director of Emergency Services will be notified as appropriate.

The task force will respond (emergency) one (1) unit, per station, to a pre-designated staging area to await orders from the I.C. The task force may be utilized as needed or the foam dropped and apparatus returned as deemed necessary by the I.C.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

The host company is required to maintain the foam and any appliances in good condition and replace any foam used while the task force was not activated.

The company, which has jurisdiction over the incident, is responsible for replacement or reimbursement of foam used during an incident. The company shall have fourteen (14) days to ensure the replenishment of the used foam. The Director of Emergency Services will assist with seeking appropriate reimbursement for a hazardous material incident.

Anytime the task force falls below 50% capacity, the Communications Center will be notified and the task force placed out of service and announced on the daily "Out of Service" reports until all units can be replenished to 50%.

The Communications Center will notify the Director of Emergency Services when the task force is placed in or out of service.

7.22

HAZMAT Teams

The primary purpose of Hazmat Response Teams is to provide emergency services to mitigate and stabilize actual or potential immediate threats to public health and the environment in response to the release, or threat of a release of a hazardous material.

Hazmat Response Teams are not responsible for the actual clean up or recovery of hazardous materials. This is the obligation of the party responsible for the spill, leak, or release.

The Centre County Emergency Management Agency (CCEMA) and the Centre County Emergency Communications Center (CCECC) will not recommend, or initiate, on their own, contact with any commercial clean up or recovery contractors.

Centre County contracts with the two Certified Hazmat Response Teams, Penn State University (Penn State) and Eagle Towing and Recovery, Inc. (Eagle) to provide 24-hour hazardous material emergency response services.

All requests for a Hazmat Team response will be made through the CCECC. The following persons and/or agencies are authorized to request dispatch of the Hazmat Team:

- A. County EMA
- B. Fire Chief
- C. Police Officer
- D. Paramedic or EMT
- E. Department of Environmental Protection (DEP)

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

- F. CCECC in the case of a known hazardous materials release reported by an employee/official at a fixed chemical facility, or owner/operator of a vehicle transporting hazardous materials.

When the CCECC receives a call or request which requires a Hazmat Team response, we will immediately page the on call EMA representative, when they answer their page by phone, we will brief them on the incident and any information we have. EMA will decide which Hazmat Team should be notified for the incident based upon the details provided.

Once either team is dispatched, only the Hazmat team chief or the County EMA Coordinator can cancel the hazmat response.

In the event a fire department has not initially responded for the hazmat incident, one will be dispatched according to procedures and box area.

7.23 **Duty Chief**

Fire companies may establish a separate paging tone for a duty chief.

The fire company will designate the duty chief according to its own internal policy and rotation.

If a fire company implements a duty chief system that system will be used by the ECC for all questions and chief's calls. A duty chief is to be available at all times with the authority to make decisions for his/her company.

7.24 **Notifications to Other Agencies**

The ECC will make notifications to any utility agency, service, or individual at the request of a fire chief or Incident Command as long as the request is pertinent to the incident in progress. Some examples are, but not limited to, power companies, phone companies, state agencies, building maintenance, or business owner.

7.25 **The Response Index System**

A Preplanned Fire Response System

7.25.1 **Purpose**

The purpose of the Response Index is to provide the Communications Center with mutual aid response and dispatch procedures for designated areas and facilities within each jurisdiction served by the Communications Center. It will also establish a standard format and procedure to accurately and quickly process the incident information and determine the necessary mutual aid response. It also relieves the Command Officer of having to remember what additional resources

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

are available to him, where they are located, and which individual pieces of equipment he wants.

7.25.2 Response Index Required

Each Fire Company utilizing the Centre County Communications Center will be required to utilize the response system for dispatching mutual aid.

7.25.3 The Response Index

The Centre County Response Index will be a resource listing of apparatus as established by the Centre County Fire Chiefs Association and utilized in the Computer Aided Dispatch procedures of the ECC.

7.25.4 Incidents Classification Definitions

<u>Title</u>	<u>Definition</u>
Accident- Agricultural w/injury	Any accident with reported or suspected injury(s) occurring in an agricultural/farm setting.
Accident- Industrial w/injury	Any accident with reported or suspected injury(s) occurring in an industrial or commercial business setting.
Aircraft Emergency- Level 1	Any incident involving an aircraft that has less than 9 Persons on board and less than 300 gallons of fuel, includes crashes, in flight or grounded aircraft. Off Site is Level 1 unless further information on size, passengers, or fuel is confirmed.
Aircraft Emergency- Level 2	Any incident involving an aircraft that has between 10 & 25 Persons on board and between 301 & 600 gallons of fuel, includes crashes, in flight or grounded aircraft.
Aircraft Emergency- Level 3	Any incident involving an aircraft that has more than 25 Persons on board and more than 600 gallons of fuel, includes crashes, in flight or grounded aircraft. All On Site emergencies are Level 3 initially unless further information on size, passengers, or fuel is confirmed.
Alarm Sounding	Any report of fire alarm sounding with no other signs of fire and not from alarm company.
Automatic Fire Alarm	Any fire alarm reported by a professional alarm company.
Building Fire	Any report of a fire within or endangering any building larger than a two car garage, apartment building, business, industry, mercantile, storage facility, nursing home or hospital. This would be any building over 20ft by 20ft not including dwellings. (Barns, townhouses, apartments.) (With Alarm Levels)
Building Fire w/Entrapment	Any report of a fire within or endangering any building larger than a two car garage, apartment building, business, industry, mercantile, storage facility, nursing home or hospital. This would be any building over 20ft by 20ft not including dwellings

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

	(Barns, townhouses, apartments, etc.) and occupants are physically unable to evacuate.
Chief Call	Requests to speak to or small incidents that may be handled by a Chief Officer.
Chimney Fire	Any report of a fire that is contained within the liner of a chimney and has no signs of extending beyond.
CO Alarm Activation	Any report of a carbon monoxide alarm activation from an alarm company or individual with no known patients or symptoms.
CO Emergency with Patients	Any emergency with patients known to or believed to be caused by carbon monoxide with or without an alarm sounding.
Dwelling Fire	Any report of a fire within or endangering any one or two family dwelling. (With Alarm Levels)
Dwelling Fire w/Entrapment	Any report of a fire within or endangering any one or two family dwelling and occupants are physically unable to evacuate.
Fire Police	Any request by police or an outside agency to assist with traffic or pedestrian control.
Gas Leak Inside	Any odor or report of natural or propane gas inside any building or dwelling.
Gas Leak Outside	Any report of an active natural or propane gas leak outside from a known source. Does not include smells of gas. (This includes broken pipes, meters, and etc.)
Hazardous Conditions	Any report of a small spills including gasoline, diesel, oil, etc. or unclassified condition that may create a hazard for or threaten public safety. Including any report of a fire or arcing involving power distribution equipment and not endangering dwelling or building
Hazardous Materials	Any report of fire, spill or release involving a Hazardous Material or unknown substance suspect to be hazardous.
Investigation Inside	Investigation of reported odors of smoke (not visible) or small fires that are reported to be out.
Investigation Outside	Investigation of smoke conditions (visible from unknown source), odors of smoke or gas (from unknown source), and small fires reported to be out.
Landing Zone	Any request to establish a helicopter landing zone.
Mass Casualty	Assisting EMS with any incident or vehicle accident where 6 or more persons have injury or illness.
Medical Assist Emergency	Any request to assist EMS in a life or safety emergency response.
Medical Assist Non-Emergency	Any request to assist EMS in a routine non-emergency response.
Nuisance Fire	Any report of a fire involving trash, trash containers, dumpsters, mulch, leaves, small power equipment, or misc. debris piles not

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

	involving or endangering anything else.
Outside Agency Assist	Requests by police or other agencies requesting special assistance. Examples: Tree removal, crowd control, Police incidents, and etc.
Pedestrian Accident	Any accident involving a vehicle vs. a person or bicycle.
Public Service	Any request to assist the public with services such as basement pumping, pool fills etc. when no other hazards exist.
Rescue- Agricultural	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation in an agricultural/farm setting.
Rescue- Agricultural with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation in an agricultural/farm setting.
Rescue- Animal	Any situation with injury(s) where the animal(s) is physically unable to remove themselves from the situation.
Rescue- Animal with No Injury	Any situation with or without injury(s) where the animal(s) is physically unable to remove themselves from the situation.
Rescue- Collapse	Any situation with injury(s)-where the victim(s) is physically unable to remove themselves from the situation resulting from a collapse.(building collapse)
Rescue- Collapse without Injury	Any situation without injury(s)where the victim(s) is physically unable to remove themselves from the situation resulting from a collapse.(building collapse)
Rescue- Confined Space	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a confined area such as a tunnel or crawl space.
Rescue Confined Space with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a confined area such as a tunnel or crawl space.
Rescue- Elevator	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in an elevator.
Rescue- Elevator with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in an elevator.
Rescue- Ground	Any situation with injury(s) that the victim is physically unable to remove themselves and the only obstacle is the distance by land.
Rescue- Ground with No Injury	Any situation without injury(s) that the victim is physically unable to remove themselves and the only obstacle is the distance by land.
Rescue- High Angle	Any situation with injury(s) that the victim is physically unable to remove themselves and is somewhere that is not reachable without the assistance of ropes.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

Rescue- High Angle with No Injury	Any situation without injury(s) that the victim is physically unable to remove themselves and is somewhere that is not reachable without the assistance of ropes.
Rescue- Industrial	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation in an industrial or commercial business setting.
Rescue- Industrial with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation in an industrial or commercial business setting.
Rescue- Specialized	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is not defined in other incident titles. Example: Emergencies in and around the home and property.
Rescue- Specialized with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is not defined in other incident titles. Example: Emergencies in and around the home and property.
Rescue- Trench	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a trench. Example: Construction site ditch collapse.
Rescue- Trench with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a trench. Example: Construction site ditch collapse.
Rescue- Underground	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is underground such as in a cave or mine.
Rescue- Underground with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is underground such as in a cave or mine.
Rescue- Water	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a body of water such as a lake, pond, stream, etc.
Rescue- Water with No Injury	Any situation without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a body of water such as a lake, pond, stream, etc.
Search Detail	Any request for an organized search.
Small Building Fire	Any report of a fire within or endangering any building that is smaller than two car garage, approximately 20ft by 20ft or less and not habitable (dwelling.).
Standby	Any request for a fire company to be on standby either in station, incident or at an event.
Train Derailment	Any report of a train derailed with or without injury(s).
Train Fire	Any report of a train on fire.
Transfer Assignment	Any request to have an apparatus(s) moved to another station.
Unknown Fire Outside	Any report of visible fire from an unknown source.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

Vehicle Crash- No Injury or No Hazards	Any accident involving a vehicle where no injury(s) or hazards exist.
Vehicle Crash- Roll Over w/Unknown Injury	Any accident involving a vehicle that has rolled off of its wheels with unknown Injury
Vehicle Crash- Roll Over with Injury(s)	Any accident involving a vehicle that has rolled off of its wheels with injury(s)
Vehicle Crash- Roll Over without Injury(s)	Any accident involving a vehicle that has rolled off of its wheels without injury(s)
Vehicle Crash- Unknown Injury	Any accident involving a vehicle in which it cannot be confirmed that no injury(s) exist.
Vehicle Crash- Vehicle w/Injury	Any accident involving a vehicle that has reports of a person(s) (up to 5) have been injured.
Vehicle Crash w/Entrapment	Any accident involving a vehicle where the occupant(s) is unable to exit the vehicle because of damage or position of the vehicle(s) with or without injury(s).
Vehicle Crash w/Entrapment and Fire	Any accident involving a vehicle where the occupant(s) is unable to exit the vehicle because of damage or position of the vehicle(s) and there is a report of actual or suspected fire.
Vehicle Crash w/Hazards-No Injury	Any accident where a vehicle accident has occurred and there are no injury(s) but there are hazards existing such as building damage, pole damage, etc.
Vehicle Fire- Large	Report of a fire involving any large vehicle such as dump truck, box truck, tractor trailer, industrial or agricultural vehicles and vehicles towing trailers.
Vehicle Fire- Small	Report of a fire involving a small vehicle including Passenger cars, a light truck or van and smaller.
Wild Fire	Any report of a fire involving brush, woodlands or fields. (no alarms)
Wire Down	Any wire believed to be a hazard that has fallen to the ground or is low hanging not arcing or on fire.

7.25.5 System Activation

The staff of the ECC is authorized to use the protocols as established under the Response Index System. These protocols replace and supersede any previously established procedures governing fire dispatch.

7.25.6 Response Modification

At any time after the initial dispatch, the response may be modified, upgraded, or canceled by a responding chief officer, incident commander, or first responding piece of apparatus only in the absence of a chief. The ECC may request a response modification decision of any chief officer or station if none of the preceding have initiated radio traffic. The ECC may upgrade the response or change the incident title as additional information is received or clarified from caller(s) if no Chief Officer or apparatus has responded.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

7.25.7 Data Maintenance

Individual fire services will be responsible for updating and modifying their data. Any additions, deletions, or modifications to existing data must be submitted in writing by the department/service chief officer or his/her delegate, in accordance with a data maintenance schedule established by the ECC.

7.26 Fire Calls On PSU Campus

Any report of fire or automatic fire alarm for any building on the University Park Campus or any building owned or leased by Penn State University that is directly received into the Communications Center will immediately be dispatched as per the Centre County fire dispatch protocols. Information about the incident will be immediately relayed to the University Police Dispatch.

Note: University Police Dispatch utilize a different protocol for automatic fire alarms and minor fires received by the University dispatch center. These University protocols are not to be utilized by the Centre County Emergency Communications Center.

7.27 SARA Hazardous Materials Planning Facility

Centre County EMA is required by legislation to develop and maintain a set of plans for dealing with a Hazmat incident at any facility using or storing extremely hazardous substances in excess of predetermined minimums. A CD containing the SARA Off-Site Emergency Response Plans is provided annually to both Hazmat Teams and the CCECC.

The Shift Supervisor will then:

- A. Review the plan for the type(s) of hazardous materials present and their potential danger.
- B. Notify the Incident Commander of the existence of the Plan and the types of materials that may be present.
- C. Provide additional information and/or support as requested by Incident Commander.
- D. Notify EMA.
- E. Notify the contact person(s) on the Plan.
- F. If a Hazmat team is requested, page the on call EMA representative. When they answer their page by phone, brief them on the incident and any information collected. EMA will decide which Hazmat team should be notified for the incident based upon the details provided.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES

- G. Comply with any other established HazMat protocols, as may be appropriate.

7.28

Carbon Monoxide Alarms

With the recent availability of low-cost Carbon Monoxide (CO) alarms and their tendency for false activations, the County Fire Chiefs' Association has adopted the following policy to respond to Carbon Monoxide Alarms.

When a report of a Carbon Monoxide alarm is received, the Telecommunicator will immediately determine if there is any indication of Carbon Monoxide poisoning. The EMS Guide card "*Breathing Difficulty*" can be used. A positive response in BLS/ALS dispatch criteria, or any indication of dizziness, headache, nausea or fatigue requires an emergency dispatch of appropriate fire and EMS units. The incident title "**CO Emergency with Patients**" (with patients) should be used.

If, after the PST determines there is no indication of Carbon Monoxide poisoning, the occupants should be advised to evacuate the structure, make sure all windows and doors remain closed, and the appropriate Fire Company should be alerted per the resources defined in CAD using the incident title of "**CO Alarm Activation**".

It is the responsibility of each individual Fire Department to determine their level of response.

7.29

MAYDAY Radio Procedures

The **MAYDAY** policy and procedures are to designate an emergency when a firefighter(s) becomes injured, trapped, disorientated, distressed, or in need of immediate assistance for any life threatening emergency. Any firefighter may declare a MAYDAY if he/she becomes trapped, disorientated, distressed, or in need of immediate assistance for any life threatening emergency. An Incident Commander (IC) may also declare a MAYDAY emergency if he/she feels firefighters have become distressed for the same reasons and may be unable to communicate.

"MAYDAY" will be the only radio signal used for any distressed firefighter needing assistance for any reason. No other term shall be substituted. The term MAYDAY should only be used in the event of an actual emergency, not for training purposes or non-life threatening situations.

Upon receipt of a MAYDAY, Incident Command will advise or acknowledge Centre County Emergency Communications that a MAYDAY exists at the incident. The Telecommunicator will immediately broadcast a MAYDAY message after an alert tone (Alert Tone 3 has been designated the MAYDAY alert tone) and order all radio traffic to cease. The Telecommunicator will move all

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

fire ground operations to another fire ground operations channel (talkgroup) with the exception of units working on the MAYDAY emergency.

Sample MAYDAY message: "A MAYDAY has been declared. All MAYDAY units at Hemlock Street Command have priority on _____ (talkgroup) all other units are ordered to use _____ (talkgroup) for operations."

Only pertinent radio traffic to the MAYDAY emergency will be allowed on the MAYDAY radio channel (talkgroup). If the MAYDAY Channel needs to be monitored by the IC, the IC may request to put the Rapid Intervention Team (RIT) operations on a separate channel (talkgroup).

If staffing permits, the Shift Supervisor shall make every effort to assign a Telecommunicator to the MAYDAY incident exclusively for the duration of the incident.

Incident Command shall obtain the following information from the person transmitting the MAYDAY whenever possible:

LOCATION- Floor or division, room, side of building, etc.

PROBLEM- Trapped, lost, out of air, etc.

NEEDS- Hose line, ladder, shovels, spare cylinders, rescue tools, etc.

The Communications Center should monitor all fire ground talkgroups for any MAYDAY emergencies. In poor radio coverage areas, the Communications Center may hear the radio transmission over other field units. In that event, the Communications Center shall attempt to obtain MAYDAY information.

An ALS unit and a BLS unit shall immediately be dispatched if not on scene. Incident Command shall be advised when EMS units are enroute.

Only Incident Command may terminate a MAYDAY. Incident Command shall notify Centre County Emergency Communications to terminate the MAYDAY emergency upon its completion. The Communications Center shall broadcast on all talkgroups operating on the scene of an incident an alert tone (Alert tone 1) and advise all units of the MAYDAY termination. Normal communications may resume on the MAYDAY talkgroup. Assigned talkgroups shall remain in effect until Incident Command or the Communications Center deems otherwise.

7.30

Red Flag Warning

The only agency authorized to issue a Red Flag Warning is the National Weather Service. The warning must be received at the CCECC from an authorized system or service such as CLEAN, EAS, NWS Alert Monitor, or similar recognized alert system. Verbal messages delivered by telephone will not be acted upon.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

A Red Flag Warning would be handled similar to a Severe Weather Warning as defined in SOP section 11. If a Red Flag warning is received by the CCECC, the County EMA Coordinator will be notified.

The CCECC will immediately page all warning messages:

- Initiate County-wide Paging Tones using the “Weather” pager button under Fire/EMS Paging tab.
- “Attention all Centre County Emergency Services personnel”
- Information Text included in warning.
- “Additional updates will be provided as necessary”
- Time

The appropriate Red Flag information will be broadcast prior to the effective time or at the beginning of the effective time frame that the warning is to go into effect as provided by the NWS.

A Paging Notification in CAD-will be generated to document the alert.

The Red Flag Alert will not be cancelled, but will expire at the end of the time frame provided by the NWS.